



# CITY OF HOUSTON

## Job Posting

1	<b>Applications accepted from:</b>	ALL PERSONS INTERESTED
2	<b>Job Classification</b>	Customer Service Representative II
3	<b>Posting Number</b>	PN# 110703
4	<b>Department</b>	Human Resources
5	<b>Division</b>	Benefits
6	<b>Section</b>	Customer Service
7	<b>Reporting Location</b>	611 Walker, 4 <sup>th</sup> floor
8	<b>Workdays &amp; Hours</b>	M – F, 8 AM - 5 PM*
		*Subject to change

9 **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**  
Provide personal and telephone customer service to active and retired employees, or any other source. Process updates of benefits /eligibility transactions for active or retired employees. Liaison between retirees, pension systems, department liaisons, and healthcare vendors; provide information and problem solution. Provide accurate written communication to employees, vendors and attorney general as necessary. Research, analyze and resolve customer issues, process discrepancies for retirees, and correspond with external agencies. Process new hires and employee orientation meetings.

10 **WORKING CONDITIONS:**  
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Must be able to communicate effectively orally and in writing. Must be able to use a computer to access/input information.

11 **MINIMUM EDUCATIONAL REQUIREMENTS:**  
Requires a high school diploma or GED.

12 **MINIMUM EXPERIENCE REQUIREMENTS:**  
Two (2) years of administrative or customer service/and or human resources experience required.  
Bachelor’s degree or work experience substitution for degree on a year for year basis.  
Human resources experience helpful.

13 **MINIMUM LICENSE REQUIREMENTS**  
None

14 **PREFERENCES**  
Preference will be given to candidates with Administrative or Customer Service/Healthcare/Employee Relations/Insurance related experience; proficiency in Microsoft Word and Excel; excellent communication skills; good mathematical ability; ability to coordinate multiple tasks. Candidate should be able to communicate with all levels of management and deal with persons form diverse backgrounds. Excellent English, grammar and composition skills for business correspondence.

15 **SELECTION/SKILLS TESTS REQUIRED**  
None

16 **SAFETY IMPACT POSITION**    ☐Yes    ☒No  
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 **SALARY INFORMATION**  
Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:  

Salary Range – Pay Grade 15

\$901 - \$1270 Biweekly      \$23426 - \$39832 Annually

18 **OPENING DATE**      May 24, 2006

19 **CLOSING DATE**      June 6, 2006

20 **APPLICATION PROCEDURES**  
Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, Garden Level. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. TDD (Telephone Devise for the Deaf) is (713) 837-9496.**

An equal opportunity employer